

Table S1.

a) Structured communication protocol *CERCAR COVID-19* for the first interview.

<p>C CONTEXT</p>	<p>Review the medical history. We have paper and pen on hand. Review the checklist. We have a list of telephones of interest for the patient. We ensure calmness.</p>
<p>E INTERVIEW</p>	<p>Presentation, we identify ourselves. We identify the patient (name, date of birth, address...). We explain that the interview will last about 15 minutes. We talk about confidentiality. We explain that the planning we will adopt is for their benefit and that of their families and community. We ask about the vaccination schedule against COVID-19.</p>
<p>R REASON FOR CALLING</p>	<p>Reason for the call: we verify if the person has received the result of the COVID-19 test (if not, we provide them with the results). We ask about their health, symptoms, we ask about how they are feeling. We ask about the period of infection, when they started to have symptoms. We explain that they must remain isolated/ in quarantine, and what this means.</p>
<p>C CONTACTS</p>	<p>We explain the definition of contact. We help them remember the contacts they were with 2 days before the start of the symptoms, or the PCR test.</p>
<p>A ADVICE AND ANTICIPATION</p>	<p>We explain what examinations we are going to perform. We explain the emergency signs they must report. We provide instructions on how to isolate; we ensure that they have understood them. We ensure that they can comply with the quarantine. We explore worries and needs. We offer resources.</p>
<p>R REVIEW</p>	<p>REVIEW, QUESTIONS AND CLOSING. We ensure that they have understood all the information.</p>

b) Structured communication protocol *CERCAR COVID-19* for the follow-up interview.

<p>C CONTEXT</p>	<p>Review the medical history and remember if the patient is under quarantine/isolation. We have paper and pen on hand. Review the checklist. We have a list of telephones of interest for the patient. We ensure calmness.</p>
<p>E INTERVIEW</p>	<p>Presentation, we identify ourselves. We identify the patient (name, date of birth, address...). We remind them about confidentiality. We thank them for complying with the quarantine/isolation, and remind them that their effort is protecting those they love and the community in general. We remind them of the vaccination schedule against COVID-19 (if needed).</p>
<p>R REASON FOR CALLING</p>	<p>Reason for calling: this is a follow-up all, we tell the patients that were are aware about the implications of being isolated/in quarantine, and we value their effort. We ask about their health, we ask how they are feeling. We assess improvement/worsening. We remind: we ask about the period of infection, and when the symptoms started. We explain that they must continue with the isolation/quarantine, and ask if they have problems in doing so.</p>
<p>C CONTACTS</p>	<p>We ask about their contacts, and if they have been notified. We ask if they remember a contact they have not mentioned previously.</p>
<p>A ADVICE AND ANTICIPATION</p>	<p>We remind them about the examinations we will conduct. We remind them about the emergency signs they must report. We ask them about how they are dealing with isolation; we ensure that they have understood the information. We ensure that they can comply with the quarantine. We explore worries and needs. We ask if they need help, we remind them that they can call.</p>
<p>R REVIEW</p>	<p>REVIEW, QUESTIONS AND CLOSING. We ensure that they have understood all the information.</p>